

ROY ROMER  
Governor

JON NUMAIR  
Executive Director

JUDITH RICHENDIFER  
Director



## DEPARTMENT OF LABOR AND EMPLOYMENT

### OFFICE OF EMPLOYMENT PROGRAMS

Two Park Central, Suite 400  
1515 Arapahoe Street  
Denver, CO 80202-2117  
303/620-4200 FAX 303/620-4257

COLORADO ONE STOP POLICY GUIDANCE LETTER NO. 97-04-P1
SUBJECT: ONE-STOP CENTER CORE SERVICES
DATE: May 1, 1997

#### **I. REFERENCES:**

USDOL One-Stop Implementation Grant ; Wagner-Peyser Act, as amended; Job Training Partnership Act , as amended.

#### **II. PURPOSE:**

To provide guidelines on the minimum core services to be provided by each region at one-stop career centers.

#### **III. BACKGROUND:**

In 1996, Governor Romer directed that a statewide network of "One-Stop Career Centers" be established. He envisioned that the newly created system would be locally administered and combine, at a minimum, the resources and programs of the Colorado State Employment Service and the Job Training Partnership Act. These programs are governed by federal legislation which require the provision of specific employment and training services to the general public.

Colorado applied for, and received, a federal grant from the US Department of Labor to implement its one-stop career center system. The proposal was prepared by the Colorado Workforce Coordinating Council utilizing a statewide collaborative process that included representatives from federal, state and local agencies, employers, labor organizations, and private non-profit agencies. The provisions of the proposal, including the description of core services, are considered part of the grant contract with USDOL, and as such are legally binding on the State.

#### IV. POLICY/ACTION:

A. General. Each region must ensure that it provides a basic set of core services to the general public, including employers, free-of-charge, at each One-Stop Career Center. In addition to these core services, regions may also elect to offer additional or enhanced services.

B. Core services for job seekers:

1. Receptionist/registration into centralized computer system. Intake may be conducted by a variety of methods, including Internet, phone and in person. Timely reception/registration is defined as registration into centralized computer system within 24 hours from time of initial contact.
2. Career center orientation (e.g. workshop, orientation via video in lobby, information packets, etc)  
*"Applicant orientation provides the applicant with an overview of the program and services available, the criteria and requirements for program participation and receipt of services, and an understanding of what is required and what is optional. Orientation may be individual or in a group session. It could provide information on the services available, including other community services."*
3. Education and training program information, including:
  - a. School-to-Career partnerships
  - b. Internet job-search access/workshops
  - c. Financial assistance programs
  - d. Apprenticeships and internships
  - e. Western Governor's University
  - f. Registration for community college classes
4. Multi-media resource library providing access to Internet-based services such as:
  - a. America's Job Bank
  - b. Colorado's Job Bank
  - c. World Wide Web
  - d. Colorado State Job Openings
  - e. Workforce Development home page
5. Regional employers resource library providing labor market information on:
  - a. Occupational trends
  - b. Working conditions
  - c. Placement rates
  - d. Wage levels
  - e. Skill requirements
  - f. Job eligibility determination

6. Skill assessment

*"Assessment services are designed, usually through interviewing (15-30 minutes), to determine each participant's employability, aptitudes, abilities, and interests and to develop a plan to achieve the participant's employment and related goals..."*

7. Job referral/job placement

*"...Staff interviewers screen applicants for skills and qualifications and may refer them to employers with appropriate openings [based on the Colorado Job Bank system]. When no openings are available, [One-Stop] personnel may market the applicants' skills with potential employers. Applicants who are unsure of their job goals or need to change occupations may explore interests, aptitudes and capabilities with skilled interviewers. Referral to testing, specialized programs, other service providers [for fee-based programs] may be part of this process..."*

8. Self-help resume preparation resources (e.g. resources located in library, Internet, Job Link, Talent Bank, computer programs, etc.)

9. Veterans' benefits and services information

*"Any One-Stop Center receiving Wagner-Peyser funds or housing Wagner-Peyser staff will provide veterans with priority employment and training services in accordance with federal law, U.S. Code title 38, Chapters 41 and 42. DVOP/LVER positions shall be state employees and are in addition to and shall not supplant Wagner-Peyser staff in providing priority employment and training services. The full array of core services will be made available to veterans in the following order of priority: disabled veterans, Vietnam era veterans, veterans and other eligibles."*

10. Referral services for community and social services, including:

- a. Welfare-to-work programs
- b. Employment programs for persons with disabilities
- c. Senior citizens' employment programs
- d. Community-based organizations (CBOs), Vocational Rehabilitation, Adult Literacy, etc.
- e. Youth Programs/Services

11. Intake and eligibility determination for JTPA

12. Services for Unemployment Insurance Claimants

- a. Work registration
- b. Assistance with obtaining suitable employment

C. Core services for employers:

1. Professional account representatives and management

*(based on a comprehensive computerized system such that any staff member may be of service to the client-i.e. individual case managers unless client specifies)*

2. Assistance in individual and mass recruiting
3. Referrals of skilled applicants (e.g. "job match")
4. Information on available government incentives and services (e.g. Worker Opportunity Tax Credit (WOTC))
5. Labor market information, including:
  - a. Labor pools (i.e. occupational supply and demand availability)
  - b. Comparative wage data
  - c. Skill levels of talent pool
  - d. Demographic projections
6. Education and training program information, such as:
  - a. Colorado First
  - b. Existing Industries programs
  - c. On-the-job training
  - d. Financial assistance programs
7. Access to Internet-based services such as:
  - a. America's Job Bank
  - b. Colorado's Job Bank
  - c. America's Talent Bank (once it is available)
8. Information and/or referral services for community and social services, including:
  - a. Welfare-to-work programs
  - b. Local economic development programs
  - c. Employment programs for persons with disabilities
  - d. Senior citizen's employment programs
  - e. Layoff assistance

*"...a customized package of services put together for employees who are about to be laid off. Staff will provide unemployment insurance claims, as well as job placement assistance. Other services may include LMI, employee job search workshops and/or referral to agencies providing retraining assistance."*
9. Employment-related and other information on topics including:
  - a. Workers' Compensation
  - b. Labor laws
  - c. Age discrimination
  - d. Equal employment opportunity
  - e. Americans with Disabilities Act
  - f. Nontraditional recruitment
  - g. School-to-career partnerships
  - h. Vocational rehabilitation, CBOs, Adult Literacy, etc.

**V. EFFECTIVE DATE:**

The effective date of this PGL is July 1, 1997.

**VI. INQUIRIES:**

Any inquiries concerning this PGL should be addressed to Employment and Training Programs, (303) 318-8838 or 318-8811.

Jon Numair  
Executive Director  
Colorado Department of Labor and Employment